

## MiScorecard Performance Summary

**Business Unit:** Civil Rights  
**Executive/Director Name:** Agustin Arbulu  
**Reporting Period:** May 2018

Green >=90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Date Approved: 6/22/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C1	Average Number of Days from Contact Through Evaluation	Green		14.0	9.8	12.93	Monthly	Time spent from the initial contact date in evaluating the details of a customer concern to determine if Department can process a formal complaint
C2	Average Number of Days From Contact through Complaint Initiation	Green		21	16.43	16.24	Monthly	Time spent by the Intake Unit gathering specific facts, drafting formal complaint, obtaining notarized signatures to allow investigation to proceed
C4	Number of Fact-Finding and/or Resolution Conferences conducted during investigations	Yellow		40	25	40	Monthly	On-site visits and resolution conferences are critical tools that help ensure the thoroughness of investigations
C5	Number of Service Animal Patches issued	Red		30	5	7	Monthly	Service animal patches are issued to people with disabilities who use a trained service animal under a program which started in January 2016.
<b>Financial</b>								
F2	Percentage of Cases Re-Opened Through Reconsideration Process	Green		<5%	0	0	Monthly	Claimants dissatisfied with the findings in their case can ask for reconsideration, a review of the facts of their claim
F4	Number of Investigations Completed	Green		180	192	137	Monthly	Number of investigations closed, resolved or moved to conciliation
<b>Internal Business Process</b>								
I1	Average number of days from start of investigation through conclusion of investigation	Green		180	173.53	180.3	FY Annually	Average number of days from receipt of completed, notarized complaint through the conclusion of investigation
I4	Average Number of Days required to process test results for the Performance portion of the Sign Language Interpreters certification exam	Green		90	67	88.1	Quarterly	MDCR's Division on Deaf and Hard of Hearing is responsible for coordinating all aspects of the credentialing process for state-certified Sign Language Interpreters
<b>Learning and Growth</b>								
I3	Average Number of Days Required to Process Test Results for Reading portion of Sign Language Interpreters Certification Exam	Green		7.0	2	3.5	Quarterly	MDCR's Division on Deaf and Hard of Hearing is responsible for coordinating all aspects of the credentialing process for state-certified Sign Language Interpreters
L3	Percentage of Housing Investigators earning full certification from the National Fair Housing Training Academy	Green		50	100	100	FY Annually	Investigators who specialize in housing discrimination complaints are eligible to receive training from a nationally-recognized organization which increases effectiveness of investigations and improves customer service
<b>Prevention</b>								
L1	Number of Persons Trained by Community Relations Team	Red		200	38	246	Monthly	Total number of participants in MDCR trainings
<b>Operations</b>								
L4	Percentage of Employee Engagement Survey respondents reported as Champions	Red		60	36	36	FY Annually	Percentage of current department employees identified in the Employee Engagement Survey as highly motivated, committed to the department's objectives and intending the stay.